# Mark de Leon

*Customer Service Professional*

Clifton · NJ · US

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*Layout style: hybrid*

## Summary

Enthusiastic customer service professional with over 12 years of experience supporting operations in large retail environments, including facilities management, client communications, and field service support. Demonstrated ability to understand and deliver on client needs, manage inventories, process work orders, and collaborate with cross-functional teams. Adept at learning new technical concepts, reading basic site plans, and ensuring adherence to safety standards. Seeking to leverage strong interpersonal and organizational skills in a new, challenging role as a Bird Control Account Manager and Supervisor. Licensed driver with clean record and safety training. Currently pursuing Associate Certified Entomologist (ACE) credential.

## Experience

### Facilities Service Coordinator at ABC Building Supply & Home Services

01 Aug 2019 – Present

Serve as primary contact for scheduling and confirming commercial/residential service appointments, including pest control and bird deterrent system evaluations. Relay customer needs to field technicians; track and confirm site visit outcomes; follow up with clients to ensure satisfaction. Assisted with review of basic building plans to coordinate deliveries, entry points, and equipment setup for onsite crews. Process invoices, perform basic data entry, and maintain up-to-date records for over 2,000 accounts. Monitor and order inventory for service teams; track usage of PPE and specialized equipment. Collaborate with sales staff to identify new business opportunities within existing accounts. Maintain a safe work environment by ensuring adherence to company and OSHA safety protocols.

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* Monitor and order inventory for service teams; track usage of PPE and specialized equipment.
* Collaborate with sales staff to identify new business opportunities within existing accounts.
* Maintain a safe work environment by ensuring adherence to company and OSHA safety protocols.
* Reduced scheduling errors by 35% within one year through improved documentation and team communication.

### Customer Service Supervisor at ShopQuick Superstores (Featuring In-Store Pharmacy)

01 Mar 2015 – 01 Jul 2019

Managed front-end staff of 8, coordinating shift schedules, training on customer service standards, and offering guidance during conflict resolution. Supported occasional store walk-throughs with regional facilities and pest control vendors to assess compliance and safety needs. Interfaced directly with customers in resolving service issues and inquiries; recognized for consistently positive satisfaction reviews. Conducted weekly cash reconciliation for all registers; maintained detailed transaction logs. Tracked delivery schedules for high-value and temperature-sensitive goods (including in-store pharmacy items). Cross-functioned with department leads on seasonal sales planning and inventory resets.

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### Field Associate at NorthEast Facility Services

01 Aug 2011 – 01 Jan 2015

Assisted with onsite general maintenance and minor installations for varied clients, including schools and commercial offices. Supported lead technicians with preparation and basic implementation of exclusion solutions for nuisance animals (squirrels, birds, etc.). Maintained accurate logs of site conditions, customer feedback, and materials used. Ensured workspaces and tools met internal safety standards. Took part in company’s annual environmental awareness workshops.

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### Retail Associate & Inventory Clerk at MegaMart Stores

01 Jul 2008 – 01 Jul 2011

Provided customer service, processed POS transactions, and managed returns in high-volume environment. Supported periodic stock audits and basic backroom inventory management. Assisted with merchandise restocking, display, and minor store maintenance.

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## Education & Training

### Bachelor, Sociology

Montclair State University

– 01 May 2008

### Certificate, OSHA 10-Hour General Industry Training

– 01 Jan 2021

### Online Course, Basic AutoCAD Blueprint Reading for Facilities

– 01 Jan 2023

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| **Skills**  Customer Relationship Management, Client Prospecting & Needs Assessment, Scheduling & Workforce Coordination, Basic Blueprint & Plan Reading, Inventory & Materials Tracking, Work Order & Site Visit Documentation, Incident Reporting, Field Service Support, Microsoft Office Suite (Word, Excel, Outlook), Safety & Environmental Awareness, Problem Solving & Escalation, Equipment Handling (Ladders, PPE), Multitasking & Organization, Payment Processing & Cash Handling, Invoicing Assistance, Collaborative Teamwork, Clear Written & Verbal Communication, Bilingual: English & Spanish (Conversational)  **Languages**  English — Fluent  Spanish — Conversational  **Certifications**  Associate Certified Entomologist (ACE) – Study in Progress | 2024-12-31  Valid New Jersey Driver’s License – Clean record  **Awards**  Customer Service Star | 2021-01-01  ABC Building Supply  Received ABC Building Supply “Customer Service Star” award, 2021.  Exceptional Compliance with Company Safety Policy  ShopQuick District Manager  Recognized by ShopQuick District Manager for exceptional compliance with company safety policy during random audits. | **Interests**  Sustainable building practices  Hiking  Volunteering at local animal shelter  **References**  Available upon request |